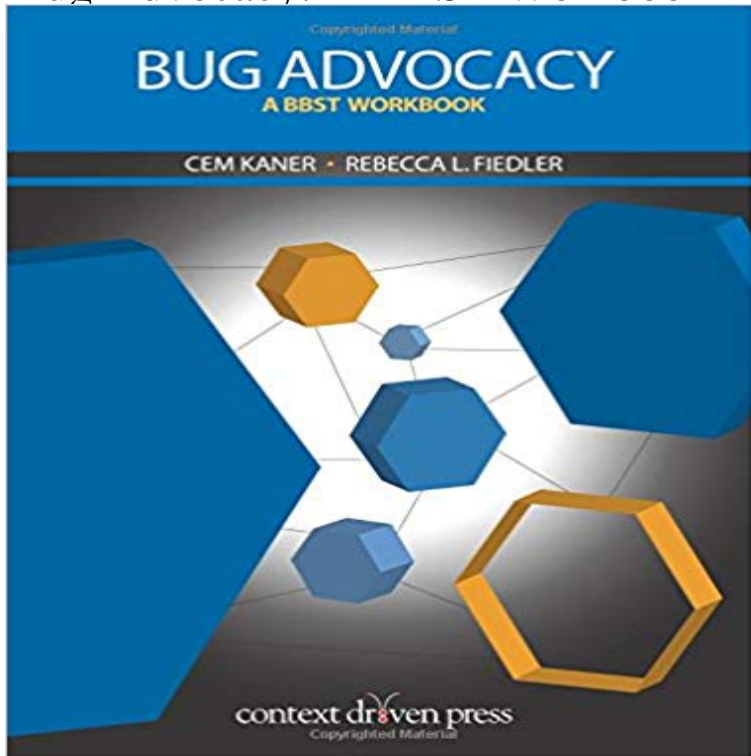


Bug Advocacy: A BBST Workbook



Bug Advocacy, second in the BBST workbook series, supports students and self-studiers who want a context-driven introduction to black box software testing. Used in parallel with the instructional materials provided at the Center for Software Testing Education and Research (testingeducation.org/BBST), the workbook helps readers understand that bug reports are not just neutral technical reports. They are persuasive documents. The key goal of the bug report author is to provide high-quality information, well written, to help stakeholders make wise decisions about which bugs to fix. Key ideas in this book include: Defining key concepts (such as software error, quality, and the bug processing workflow) The scope of bug reporting (what to report as bugs, and what information to include) Bug reporting as persuasive writing Bug investigation to discover harsher failures and simpler replication conditions Excuses and reasons for not fixing bugs Making bugs reproducible Lessons from the psychology of decision-making: bug-handling as a multiple-decision process dominated by heuristics and biases and Style and structure of well-written reports The learning objectives in this book include this content, plus improving your abilities / skills to: evaluate bug reports written by others revise / strengthen reports written by others write more persuasively (considering the interests and concerns of your audience), participate effectively in distributed, multinational workgroup projects

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